



Annual Report

2017/18

heart sharing
celebrate hope prosper
hands-on connect **society** help
volunteers
Give your time difference
support growth family friends
Community
improve mission change
thank you
prosperous charity
compassion
service
build



GIVE A Voice

Thrive is committed to customer involvement with two tenants on the Board, and a Customer Experience Panel (CEP) of tenants and leaseholders. The CEP looks at Thrive's customer service and experience by talking to tenants and staff. Independent phone surveys ask tenants how Thrive is doing and where improvements could be made. Tenants give valuable insight into the services being received and help to improve services better for all. This year tenants gave £21,012* in actual value with over 1,000 taking part.

"Found the course really helpful, lots of useful tips, things that I hadn't thought about before, ways of managing situations".

"Covered many aspects of customer service with plenty of life examples, plenty of how to diffuse situations or even to prevent awkward situations in the future".

Positive
feedback from
participants



The total
amount of social
value generated
for **GIVE Your
Time** was over
£115,000*

GIVE Support

GIVE Training

Thrive ran a series of training workshops at local community centres. This training was delivered by contractors VPS Group, Pinnacle and Sovereign and included Customer Service training, Cyber Security Awareness training, Confidence and Interview techniques, Excel, Chemical Safety and COSHH training.

The total
amount of social
value generated for
GIVE Support was
over **£550,000***

*Values calculated using the HACT Social Value Calculator.
For more information: <http://www.socialvaluebank.org>

Mead Place Improvement Project

A two-week project to improve the communal area around Mead Place with support from staff, tenants, contractors, and a local charity who supplied us with all the tools to complete the project. We transformed the old disused play areas into smart drying areas, created new bin areas for both normal and recycle waste, cut back the overgrown bushes to make garden space, converted the old sheds into cycle storage, added new seating areas and fenced off the back-garden area to provide a safe place for children to play.



Press Release: <http://www.thrivehomes.org.uk/rickmansworth-residents-join-of-volunteers-to-celebrate-improved-shared-space>

**GIVE
Your
Time**

Over 500 hours of volunteers' time was spent delivering the project. This included tenants, staff, contractors, local councillors and local charities, resulting in a great space for those living in Mead Place to use.



The volunteers have cleared away a lot of the overgrown shrubs so there are more grass areas where residents can get together. There will be benches for people to sit out too it's good for us to have more space for things like that. Hopefully it will bring us all together more"

"I look out onto this area from my kitchen window and this is a big improvement – it looks really nice"

Social value encompasses the wider social, economic and environmental benefits we can achieve through the services we provide.

Thrive GIVE (Generating Income for Voluntary Enterprises) is a trailblazing initiative we have launched to help us deliver social value for our customers and communities. It comprises a number of strands:

- **GIVE Support** – using our procurement processes to link local charities with private sector support
- **GIVE Grants** – allocating funds to charities, voluntary organisations and community groups in our areas of operation
- **GIVE your Time** – coordinating staff, customers and business partners to volunteer their time supporting local charities
- **GIVE A Voice** – enabling customers to inform our social value priorities by listening to their views on what kind of support would improve their social and environmental wellbeing

GIVE Grants

£40,000 was funded to local organisations for various projects to help support Thrive communities e.g. CAB gives independent and fast track support to tenants.

Organisations funded over the year include:

Mill End Community Café
Oxhey Wood Conservation Volunteering
Watford Palace Theatre
Darren Chapman (BST Fitness)
9-Lives
The Holywell Centre
CAB
TRDC & Partners

Drum
Shout
Youth Concern
SPACE
Community Action Dacorum
Welwyn Hatfield Community for
Voluntary Service
Fresch Recycling Scheme

"Thank you so much for visiting & for the grant cheque, which we will use towards continuing our valued drop-in service. Please forward our thanks to the appropriate people. I know our members appreciated your visit, thanks for being so affirming."

Kate Lawton, Project Co-ordinator, SPACE.

Number of people that used the services funded:

1,000 +

Over £9 million total Social Value achieved in 2017/18. For every £1 Thrive spent, £112* of social value was generated for the community as a result of using GIVE.

The total amount of social value generated for the local community **£6 million***

